

## **CUSTOMER SERVICE REPRESENTATIVE (BILLING)**

The City of Harrisburg is accepting applications for the position of Customer Service Representative (Billing) in the Department of General Government, Office of the City Treasurer. This position is responsible for clerical work involving considerable public contact. It requires knowledge of departmental rules and applicable laws. Assignments are performed in accordance with instructions and established policies and procedures. Work is performed under the general supervisor of the Assistant Deputy Treasurer and/or the Deputy Treasurer.

The successful candidate will possess a high school diploma, or equivalent, and six (6) courses in a business curriculum, with a minimum of two (2) courses in accounting and/or record keeping; two years of experience in office work involving accounting, record keeping and direct public contact; one (1) year of experience in collection work; or any acceptable equivalent combination of training and experience which provides the required knowledge skills and abilities. A valid PA Driver's License, Class C, or equivalent is also required.

We offer a competitive salary package (\$33,229.72 which increases to \$39,093.79 after six months) plus excellent fringe benefits.

The City intends to fill this position as soon as possible. It will remain open until filled. If interested, please submit a cover letter, your resume, three employment references and salary history, without delay, to:

City of Harrisburg, Bureau of Human Resources  
The Rev. Dr. Martin Luther King, Jr. City Government Center  
10 N. 2<sup>nd</sup> Street, Harrisburg, PA 17101  
Phone: (717) 255-6475  
Email: [HR@cityofhbg.com](mailto:HR@cityofhbg.com) **(electronic submission preferred)**

The City of Harrisburg is an Equal Opportunity Employer.  
Eric Papenfuse, Mayor  
[www.harrisburgpa.gov](http://www.harrisburgpa.gov)

**Job Title**

**Customer Service Representative (Billing)  
Department of General Government – Office of the City Treasurer**

**Definition**

This position is responsible for clerical work involving considerable public contact. It requires knowledge of departmental rules and applicable laws. Assignments are performed in accordance with instructions and established policies and procedures. Work is performed under the general supervisor of the Assistant Deputy Treasurer and/or the Deputy Treasurer.

**Equipment/Job Location**

Work is performed at the Rev. Dr. Martin Luther King, Jr., City Government Center. Work involves the use of computer equipment, electronic calculator, debit/credit card machine, cash register, scanning equipment, validating machine, electronic mail opener, copier, and telephones. Duties are typically performed weekdays 8:00 a.m. to 4:30 p.m.; however, employee may be required to work evenings, weekends or holidays.

**ESSENTIAL FUNCTIONS**

Work involves but is not limited to the following: Monitors and adjusts City and School District real estate taxes as requested; enters reassessments and calculates taxes based on new values. Posts debits and/or credits. Calculates and generates new tax bills. Calculates refunds. Generates “in lieu of tax” invoices. Requests tax strike-offs. Updates and inputs account information. Replies to City departments and/or customer inquiries either by telephone or mail. Monitors utility accounts and enter debits and or credits as needed. Assists customers by making adjustments as needed. Serves as receptionist to answer telephones, transfer calls, document messages, and give general information to customer/public inquiries as prescribed by office policy. This position will be also be responsible for the Fire Escrow process; this involves generating individual files, generating Fire Certificates, forwarding the documents to the insurance company and carefully maintaining all documentation in the correspondent file. Performs the duties of a Cashier when needed. Types forms and performs other word processing/spread sheet tasks. Performs a wide variety of related general clerical/accounting tasks. Operates copying equipment; loads toner and paper (weighing up to 20 pounds) into copier. Operates office machinery as necessary. Maintains regular, punctual and predictable attendance. Reports to work and remains at work in a safe and productive condition which includes not being under the influence or impaired by the use of alcohol and/or nonprescription drugs. Establishes and maintains an effective working relationship with supervisors, co-workers and the general public. Completes all assignments in an efficient, consistent and timely manner.

**Non-Essential Functions**

Processes bills returned by the US Postal Service as “Non-Deliverable”. Performs reasonably related duties in equal or lower classification as assigned by immediate supervisor or other supervisory personnel. Performs work as directed by supervisors in accordance with Article XXIX, Job Classifications, Section 1 provision of the Basic Labor Agreement.

**Job Title**

**Customer Service Representative (Billing)  
Department of General Government – Office of the City Treasurer**

**Required Knowledge and Abilities**

- Ability to operate various types of office equipment (i.e., calculators, Opex mail machine/scanner, data processing terminals, personal computers, etc.).
- Ability to type 30 or more words per minute.
- Ability to understand and follow oral and written instructions.
- Ability to write legibly.
- Ability to exercise independent judgment.
- Demonstration of high degree of accuracy in work.
- Comprehensive knowledge of general accounting principles.
- Comprehensive knowledge of office terminology, procedures and equipment, and business arithmetic and principles governing cash transactions.
- Ability to maintain office clerical records and report preparation.
- Comprehensive knowledge of making varied arithmetic computations and tabulations.
- Ability to communicate effectively with general public.
- Ability to prioritize work.

**Qualifications**

High school diploma or equivalent and six (6) courses in a business curriculum, with a minimum of two (2) courses in accounting and/or record keeping. Additionally, requires two (2) years of experience in office work involving accounting, record keeping and direct public contact, one (1) year of experience in collection work or any acceptable equivalent combination of training and/or experience which provides the required knowledge, skills and abilities. Valid Pennsylvania Driver's License, Class C or equivalent.